

# Panasonic Lighting Europe Quality Policy

## BASIC MANAGEMENT OBJECTIVE

In accordance with Panasonic corporate policies, we at Panasonic Eco Solutions Lighting Europe company (PESLEU) are committed to making a contribution through our business operations to improving the lives of people around the world, and to the further progress of society.

## QUALITY POLICY

In view of this general objective, we particularly promote activities that help enhancing customer satisfaction, including the following:

- We will maintain and continuously improve a proper Quality Management System to secure the quality of our products and services.
- We set objectives and targets for quality aspects, implement them, and review them periodically.
- We pay observance to relevant laws and ordinances and to relevant practices agreed upon with our partner organizations.
- We engage in education and awareness activities related to quality and customer satisfaction aspects.

As a member of the Panasonic group, we also have to follow corresponding corporate guidelines on quality and customer satisfaction aspects.